



SANDS SUITES RESORT & SPA
SUSTAINABILITY MANAGEMENT
PLAN 2024



SANDS
SUITES RESORT & SPA
WALKER

SANDS SUITES RESORT AND SPA

SUSTAINABILITY MANAGEMENT PLAN 2024

SMP	SUSTAINABILITY MANAGEMENT PLAN 2024			
Prepared By	Devika Badoo	Position	Sustainable Management Champion Training Manager	Date Created 01.04.2020
Approved By	Guillaume Brillatz	Position	General manager	Date Approved 30.04.2020
Reviewed By	Anju Auckaloo	Position	Junior HR Executive	Date Reviewed 01.03.2024
Next Reviewed Date	28 th February 2025			



Guillaume Brillatz
General Manager



INTRODUCTION

MESSAGE FROM OUR CEO



Since the incorporation of the company, our founding Chairman, Sir Kailash Ramdane, has instilled the ethos of social responsibility and the care for the environment. Prior to the construction of the resort, it is compulsory to apply for the Environmental Impact Assessment (EIA). We did so like all resorts in Mauritius and we adhered strictly to the terms and conditions.

Since then, we have continuously improved on various aspects regarding the environment and self-sustainability. These new ideas have come about mainly through new technology as well as drastic changes in economic and environmental field.

The advent of new technology such as energy efficient equipment, as well as special devices for various types of equipment used in countless applications. The climate change is of great concern to us and thus we are considering the implementation of renewable energy, such as solar power.

We at Sands Suites Resort & Spa are currently updating ourselves on topics such as decarbonization, synthetic media, microbiomes, synthetic biology, and future technologies that will bring about a change in the environment and the way we work. We have already introduced work from home for some of our administrative staff.

We firmly believe in reshaping our business while developing various strategies concerning the environment and this will have an impact on our society as a whole.

Since we live in a globalized world, we have to take into account the various trends which will undoubtedly affect Mauritius and as such, Sands Suites Resort & Spa will firmly intend to explore all possible avenues in view of achieving our goals. We at Sands Suites Resort and Spa have already been certified twice for the Green Globe Certification in the Year 2021 and Year 2023. We are looking forward to recertify our resort again this year and we are doing our best to improve our sustainability effort to be in the list for the Gold Membership Award.

A handwritten signature in black ink, appearing to read 'Sanjiv Ramdane', with a stylized flourish at the end.

Sanjiv Ramdane

CEO

Date: 01st March 2024

Dear Partner,

This letter is to certify that Mauriplage Investment Co Ltd (Sands Suites Resort and Spa) has reviewed its Sustainability Management Plan 2024 on 31st January, 2024 and our next review for the Sustainability Management Plan 2025 will be done by the end of March 2025. The Management take full commitment towards implementing the Goals mentioned in the Sustainability Management Plan.

Thanking you all for your usual collaboration.

Yours Faithfully,



Guillaume Brillatz
General Manager



Sustainability Policy

The Sands Resort & Spa is committed to meet all environmental rules and regulations in the hotel industry and to strive to protect our environment through sound management practices and decisions. We recognize that our operations have an effect on the local, regional and global environment. Our Resort has reviewed its Environmental Policy on 31st January, 2024 and our next review will be done on 01st February 2025.

As such, we are committed to:

- o Provide a safe and healthy workplace and ensure that personnel are properly trained with the appropriate safety and emergency equipment.
- o Be an environmentally responsible neighbor in the community where we operate. And correct incidents or conditions that endanger health, safety, or the environment.
- o Conserve natural resources by adopting pollution prevention practices and extending the life of equipment through preventive maintenance scheduling.
- o Develop and improve operations and technologies to minimize waste, and other pollution, minimize health and safety risks, and dispose of waste safely and responsibly.
- o Ensure the responsible use of energy throughout our business, including conserving energy, improving energy efficiency, and giving preference to renewable energy when feasible.
- o Participate in efforts to improve environmental protection and understanding. Sharing appropriate pollution prevention technology, knowledge and methods with other hotels.
- o Meet and consider all environmental regulations, laws and codes of practice as the minimum standards of environmental performance.



SANDS
SUITES RESORT & SPA
MAURITIUS

- o Promptly report all non-compliance issues in accordance with applicable governmental reporting requirements, and implement corrective actions.
- o Establish procedures for periodic review of environmental compliances, and to ensure that all employees are knowledgeable of, understand and comply with all applicable environmental laws and regulations.
- o Seek to achieve high standards of design and materials for all new development and ensuring that it enhances or is in keeping with the character of the local area.
- o We will set environmental targets and goals designed to improve our environmental performance.
- o Promptly correct any practice or condition not in compliance with this policy.

Yours Faithfully,

Guillaume Brillatz
General Manager



SANDS SUITES RESORT & SPA

Wolmer, Flic-en-Flac
Mauritius
t: 230 403 1200
f: 230 403 5300
e: thesands@ininet.mu
w: www.sands.mu



MAURIPLAGE INVESTMENT CO LTD (SANDS SUITES RESORT & SPA)

Your paradise island awaits.... Unwind your way.

Nestled on the pristine shores of Flic en Flac, on the idyllic west coast of Mauritius, Sands Suites Resort & Spa is a true hidden gem. With breathtaking views of the crystal-clear waters of Tamarin Bay and the iconic Le Morne Peninsula, this boutique hotel boasts a serene setting that perfectly captures the authentic charm of the island. Spanning approximately 9 acres, the property features 91 elegant suites that showcase the natural beauty and enchanting allure of the island through their stunning architecture, tasteful decor, and warm and welcoming staff.

OUR SUSTAINABILITY STRATEGY

Mauritius is well-known for its amazing flora and wildlife variety. Our environment is a valuable resource that must be protected at all costs. With today's constant change in climatic conditions, saving our planet for future generations is more important than ever, and the tourism industry has recognized the need to keep customers engaged with hotel waste recycling and other green initiatives as sustainability issues have become mainstream.

Sands Suites Resort & Spa is a hospitality establishment that prioritizes reducing its ecological impact. The resort constantly assesses its practices and procedures to ensure the safety of all its stakeholders, including guests, employees, and the local community, while also adhering to the regulatory standards set by the authorities. With a commitment to social responsibility, Sands Suites Resort & Spa is steadfast in integrating the sustainable practices into all aspects of its operations as a part of its growth plan.

Sands Suites Resort & Spa's dedication to environmental sustainability and exceptional service is shown in its green policies and initiatives, active participation in the local community, and environmental leadership. The resort hopes to lower its carbon footprint while meeting the demands of its visitors by adopting eco-friendly operations. Their strong ties to the local community demonstrate their commitment to creating a good effect beyond their property. The environmental leadership activities of Sands Suites Resort & Spa illustrate their forward-thinking attitude to sustainability and readiness to set an example for others to follow.

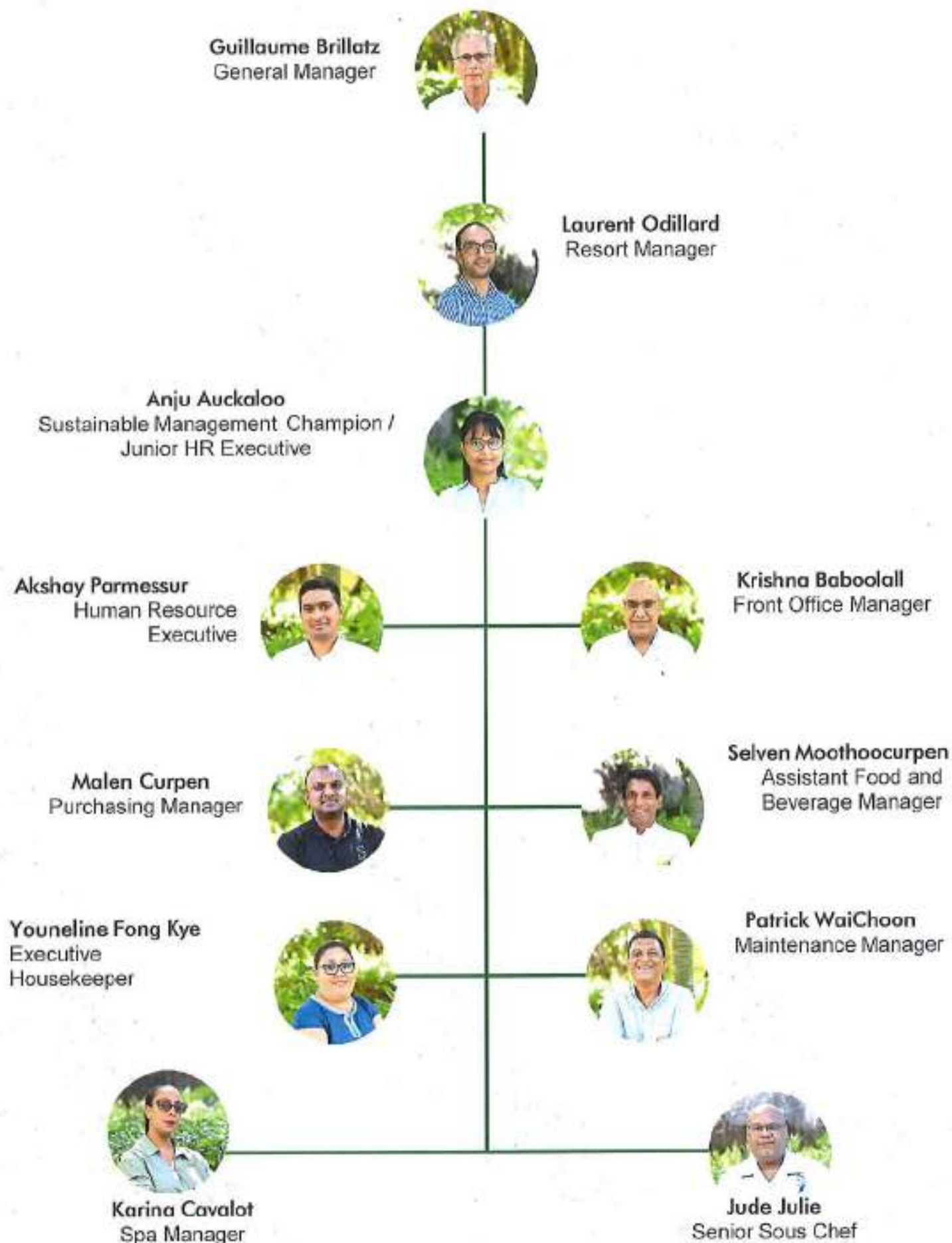
THE SCOPE OF OUR SUSTAINABLE MANAGEMENT PLAN

Sands Suites Resort & Spa has long prioritized the preservation of its environment and the well-being of the local community. To further their commitment, the hotel has announced a partnership with Green Globe. This collaboration will allow Sands Suites Resort & Spa to enhance their sustainable practices and implement initiatives that reduce their impact on the environment. The decision to team up with Green Globe reinforces the resort's dedication to responsible tourism and their role in making a positive impact on the world.

To achieve our target, our action plan has been set as follows:

- To identify requirements and amend further
- To conduct a sustainability needs analysis of what is currently in place and what needs to be implemented. To establish a Sustainability Management Team that will aid in the achievement of departmental objectives
- To work and implement our immediate goals and define the long term goals
- To conduct Green Globe/ Sustainable Awareness sessions in the resort to inform the staff of the hotel's project

SUSTAINABLE MANAGEMENT TEAM STRUCTURE



DUTIES & RESPONSIBILITIES SUSTAINABILITY TEAM MEMBERS



- **Mr. Guillaume Brillatz General Manager** of Sands Suites Resort and Spa –His responsibilities and contribution is to oversee the general strategies for the Sustainability of the Resort. He gives the general guidelines and supports for the sustainability green practices at the Resort. He approves all new sustainability process that we are implementing to facilitate



- **Mr. Laurent Odillard Resort Manager** of Sands Suites Resort and Spa -Mr. Laurent assists the General Manager and in his absence take care of all the general strategies of the resort and support the Sustainability team.



- **Mrs. Anju Auckaloo Junior HR Executive** of Sands Suites Resort and Spa as the Sustainability Champion coordinates the whole program and is responsible to ensure that all actions regarding sustainability is taking place and is also responsible for uploading all the required documents for the whole Green Globe Audit.



- **Mr. Akshay Parmessur Human Resource Executive** of Sands Suites Resort and Spa is responsible for all aspects pertaining to Human Resources and to ensure that staff are treated in a fair and equal manner. He ensures that all policies are followed in their respective Department. He deals and do follow-up with all training with both the Training Manager and Health & Safety Officer



- **Mr. Krishna Baboolall Front Office Manager** of Sands Suites Resort and Spa, ensure smooth running with the Check-In and Check-Out on IPAD as we are reducing the use of paper to become paperless. He works with all his team members including the Concierge to make sure that all the guests procedures are being made digitally and issued directly on IPAD and our Hospitality Management System (HMS).



- **Mr. Malen Curpen Purchasing Manager** of Sands Suites Resort and Spa, contributes in the implementation of the Sustainability projects by buying more local products and eco-certified goods for our Resort. He has implemented an SOP for the Purchasing Policy of Sands and has a list of Local Suppliers. He always do visit and meet with his suppliers before validating all the new local & Eco-certified products. He ensures that all documents and certification are in place with suppliers before commit to purchase.



- **Mr. Selven Moothoocurpen Assistant Food and Beverage Manager** of Sands Suites Resort and Spa, ensures that local drinks and the use of fresh local ingredients in all the Menu are promoted to guests in all his outlets like Spices Restaurant, Pink Pepper Corn, Dolphin Bar & Tamarind Restaurant. He ensures that all his team members are well trained to provide a <WOW> Service to our guests in the promotion of our Local products.



- **Mrs. Youneline Fong Kye Executive Housekeeper** of Sands Suites Resort and Spa, is responsible for awareness of our sustainability projects and green policy to all the guests in their suites. Her team are well trained to ensure that they display the green policies card in the guest suites upon their arrival to reduce water & energy wastage. She also monitors the old Bed sheets and table clothes for recycling and reuse.



- **Mr. Patrick WaiChoon** Maintenance Manager of Sands Suites Resort and Spa, and his team play an important role in the Sustainability projects like monitor the Energy and Water Consumption. He supervises and ensures that all his SOP and Policies are well maintained and implemented in his department. His team are being trained regularly by our Health & Safety Officer. He also monitors the Sewage Water Treatment (STP) for irrigation and keep all documents of water testing report of our Resort. He ensures that all Air Conditioner are switch off every day after closing of Administration office.



- **Mrs. Karina Cavalot** SPA Manager of Sands Suites Resort and Spa, ensures that all local products are used for the SPA Treatment and informed our guests the benefits of using such products. She has also proposed to have a spa garden so that we can cultivate our own infusion plants for guest treatment like Ginger, Basilica and Mint. She contributes in her department by doing regular refresher courses with her team.



- **Chef Jude Julie** Senior Sous Chef of Sands Suites Resort and Spa, as team member in our Sustainability Projects ensure that all waste foods (green waste) are being used to make our own compost for cultivating organics spices. He follows all green practices by using mostly local fresh vegetables and fruits in the cooking of foods and cakes. He is responsible for our small organic garden that is situated in the Resort and ensures a proper follow up. He does regular training in the Food Production Department as we are HACCP certified.

OUR KEY INDICATORS TOWARDS A SUSTAINABLE APPROACH

A.1 IMPLEMENTATION OF A SUSTAINABILITY MANAGEMENT SYSTEM

1. Environmental

We are committed to an ongoing effort to decrease waste, preserve resources, and prevent pollution. We are currently reviewing and addressing various areas in which we can implement these practices to achieve our goal. The areas chosen are as follows:

a. Energy and carbon

- Energy consumption is a major expense for our hotel, and is influenced by a variety of factors such as technical, architectural, and local considerations, as well as management decisions. By managing our energy usage effectively, we can not only reduce costs but also enhance the comfort of our guests and customers.
- A comfortable stay will encourage repeat visits, helping us to build long-term relationships with our guests.

Ways to make our energy consumption more efficient:

- Our air conditioning system adapts to the norms of our plans as it automatically goes off when doors are opened.
- Regular maintenance of our energy-consuming equipment has a two-fold benefit. The first is that it keeps our equipment functioning well, which helps to prevent the need for costly repairs or replacements. Secondly, maintaining equipment in good condition can prevent excessive energy usage, thereby reducing energy bills and limiting unnecessary carbon emissions.
- Zoned areas in periods of low occupancy. This helps in energy reduction in areas not in use, this will also help in efficient use of manpower resources.
- Use of time-clock controller/programmer. Photocells and timers are in place for yard lighting to benefit from natural light and reduce excess electricity consumption when not necessary.
- We started to work with local Sustainable Businesses - Food miles are one of the hidden things that can hugely increase a hotel's carbon footprint. Buying locally will not only reduce our carbon footprint but also the local economy by supporting the local jobs.
- We are committed to recycling and reusing items at our resort to be more environmentally friendly, cost-effective, and notable to our guests. We have implemented several initiatives, including the reuse of linens and towels, to reduce waste and promote sustainability.

b. Water

- Improving our water infrastructure is a priority as water conservation and efficiency are key components of Sustainable water management.
- We have set the right water temperature - excessive heating of hot water is wasteful and could scald staff or guests. The optimum temperature for stored water is 60°C. Hot enough to kill Legionella bacteria and warm enough for our guests and staff to use.
- Unnecessary flushing in our toilets.

- Urinal/ dual flush controls – automatic hydraulic urinal flush control is in place. This saves water by only allowing the censored flush to operate only when the urinal is in use. Also all toilets are manned with dual flush to control the water during flushing.
- We have introduced a water diffuser that serves multiple purposes. The diffuser is equipped with a button on the faucet head that enables us to control the water flow, conserving water in the process. Additionally, the diffuser smoothens the water flow, reducing splashing and promoting a more efficient use of water.
- Non-aerated showerhead also have been installed in guestrooms to provides more pressure and a pulsing effect by squeezing water through smaller spouts, and because it doesn't mix air with the water, it maintains heat, reducing energy consumption.

c. Waste Management Plan

- As part of the tourism sector, we are conscious that our activities generate a large amount of waste, and require regular maintenance and expensive waste disposal.
- In the present era, hotel industries are analyzing the need for waste reduction.
- We are emphasizing on implementing various new practices which can cut our waste disposal cost, protect and conserve nature and also increase the loyalty of our guests. By making a small change in our day to day life we can make a powerful difference to the environment and health of all living beings.
- More than 50% of a hotel's solid waste can be sorted, reused, recycled and recoverable in nature. Therefore, it's a must for us to manage the waste of our property to protect and conserve natural resources and the environment.

Our focus is to:

Characterization and Quantification – Our starting point is to categorize the types and quantity of waste produced by every department so that it is managed properly. For example, office waste (like papers, documents, brochures), household waste (jars, cardboard), organic waste (vegetable and fruit peels, flowers) is segregated in different bins for easy and hassle-free waste management.

Implementing a Waste hierarchy – This tool will help us set our priorities for the efficient use of resources. We have already implemented a practical way for waste management which is the 5R Transition Strategy categorized by Wet and Dry Waste Segregation.

These 5Rs which are already in place show us a clear departure from the consumer end and an eco-friendly way of life to save nature.

1 .Refuse:

By stopping the utilization of disposable items and toxin generating services and goods. Every purchasing choice we make is a vote for the world we want.

We select mainly eco- friendly suppliers and products. We refuse things we don't need and say no to items we haven't asked for. Examples, minimum item comes in cardboard and no item is being purchased coming with polystyrene.

2 .Reduce:

Reduce waste at the source point: The source option for managing the waste is reducing the generation of waste. This approach promotes the efficient use of resources and reduces the volume of waste material that must be handled and hauled away from the property. We reviewed our lifestyle and found ways to reduce our consumption and save resources. We buy quality products that will last a lifetime and start taking action to reduce daily waste. Responsibility for reducing waste generation, who decides what is brought into the property and, thereby, determines what eventually leaves the property as waste. We have been moving towards controlled buffet in our main restaurant and soap dispenser has been installed instead of individual soap and shampoo.

3 .Reuse:

Our new strategy in place is reusing and repairing items instead of buying brand new. We swap single use items with reusable ones and save money and waste by mending broken items or finding a new purpose for items that cannot be repaired. For example, our old linen is being reuse for providing laundry bags in guestrooms.

4 .Recycle:

The fourth important task is recycling of the product which consists of handling and transforming the waste into novel and marketable products. However, this strategy can only be considered when reduce and reuse options are not applicable for a particular waste stream. A minimum level of plastic item are allow in the hotel, bottles of juice and chemical container are sent for recycled, same as bio oil.

5 .Restore:

The final step in the 5 Rs of waste management is to restore, rot (compost). Composting our food scraps provides us with nutrient rich fertilizer for our garden, and by doing so, it also helps to reduce greenhouse gas emissions produced by landfills. Instead of discarding food scraps in the general waste bin, we re-use food waste. To be noted that waste food are donated for pork feeding.

2. Socio - cultural

At Sands, we view socio-cultural sustainability as the revitalization of present-day social and economic life while considering the fundamental needs of individuals, promoting work-life balance, upholding human rights, and creating a social and cultural environment that will benefit future generations. One of our core values is "respect for people," and we are committed to embodying this value in all of our sustainability efforts.

Our aims are to:

- Embrace corporate socio – cultural responsibilities and support community advancement by doing lot of social work such as sponsoring handicapped people, liaising with the village's president for cleaning activities and painting of playground
- Implement a code of behavior and good work ethics, and ensure that our staff abide to same; this is implemented in the employee's contract so that we maximize the ethical conduct in the hotel.
- Ensure economic fairness toward employees with internal promotion and contribute to the economic welfare of the local people by being present in job fairs so as to be able to offer job opportunities to local people
- Promote our heritage sites, events and festivals by celebrating each and every festival of the country.
- Propagate local arts and crafts among our staff and guests in our hotel boutique.

3 .Quality

We understand that green practices cannot be isolated from marketing strategies. Our focus is to provide to our guests an outstanding service quality while being green.

We have been focusing on the goals below:

- Review our guest comment mechanisms to handle promptly any guest comments; we have in place an INSTAY guests SURVEY and we received also a monthly report (Review Pro) where guests leave feedback on social Medias such as Trip Advisor.
- Use biodegradable but quality products in suites and restaurants, for example toilet paper in guestrooms are biodegradable and in restaurants we use biodegradable straw for drinks.
- Provide our guest with locally sourced fresh foods and vegetables. For example we include the catch of the day in our menu in the restaurant.
- Be techno savvy by conducting paperless check-in and check-out; both check in and check out are conducted paperless, unless guests request for their billing manually then we provide in-house billing.
- Minimize printing without compromising on the guest's experience. For instance, the use of QR code to showcase our menus; - Unless requested by the guests, all hotel information and menus can be downloaded via the QR code.
- Encourage our guests upon departure to write reviews on their experience. We encourage our guests to write reviews on us to ensure service satisfaction and this helps us continuously improve our service. As at date we are ranked 07th out of 190 on the Mauritius trip advisor as at 14th February 2024.

4. Health & Safety

We continuously emphasize on health and safety within our resort, and want our staff to be conscious of the need for a safe and healthy work environment. We comply with the Occupational Safety and Health act and ensure all requirements are in place in practicality.

The health and safety components are:

- Health & Safety training is embedded in our Staff Orientation program. Also we conduct monthly refresher training with our staff.
- Through an effective risk assessment and training, we have been able to control the number of incidents happening in the hotel. It is worth to be noted that for the past 03 years no incident has happened in the hotel. The use of protective personal equipment (PPEs) is mandatory as per the task requirement. In case of non-compliance, HR action is taken. Our Health & Safety Officer conducts regular check of the PPEs to ensure availability of PPEs at all times

A.2 LEGAL COMPLIANCE

In compliance with local laws and legislations, Sands Suites Resort & Spa works in close collaboration with the Mauritius Standards on Sustainable Tourism to ensure a green environment for our guests and staff.

A.3 EMPLOYEE TRAINING

We believe our success as a sustainable hotel will depend on our commitment and contribution. Our staffs are thus trained on the green policies of the hotel and their support solicited in all sustainable projects within the hotel premises and the local community.

Incorporation of sustainability training in our induction is systematically held and regular training also takes place.

A.4 CUSTOMER SATISFACTION

To gather feedback on guests' experiences at our resort, we have implemented the Instay survey. Guests receive this survey during their stay and upon departure, and they can provide us with feedback. If we identify areas for improvement based on this feedback, we establish a mechanism for each department to address the concerns and ensure that each guest's experience is exceptional and unforgettable. Guests appreciate seeing that we take action based on their feedback.

A.5 ACCURACY OF PROMOTIONAL MATERIALS

Advertising and promotion are key components of our marketing strategy and we ensure that our promotional materials are truthful so as not to deceive or misguide our guests.

A.6 LOCAL ZONING, DESIGN AND CONSTRUCTION

Sands Suites Resort & Spa abides by local zoning rules and regulations in order not to be detrimental to the community. With the aim of preserving our nature, green areas are maintained across guests' pathways.

A.7 EXPERIENTIAL OR INTERPRETATIVE TOURISM

We value our local environment and our natural surroundings, and have put in place an experiential tourism program (Concierge Book) to encourage our guests to experience our local culture and heritage sites. To promote our cultural festivities and inculcate our guests on our traditions, tent cards are placed in suites

and guest areas during each cultural event. Along the same line, our buffet is adapted to match the dishes from this specific ethnic group.

A.8 COMMUNICATION STRATEGY

Maintaining an integrated marketing communications strategy is a critical element in any sustainability plan. With the aim of having our guests' support in our conservation program, guests' initiatives are sought for the benefit of the environment. Such messages are placed in suites and on the hotel website.

A.9 HEALTH & SAFETY

Sands Suites Resort & Spa complies with the local Occupational Safety & Health Act and regulations, and has a preventive maintenance action plan to ensure the safety of our staff. Regular health & safety meetings are conducted to address any staff or guest issue. In the same line, Health & Safety best practices are communicated to our staff and guests.

A.10 DISASTER MANAGEMENT & EMERGENCY RESPONSE

We have established a disaster management plan that is regularly reviewed and updated to ensure its effectiveness. Our staff is informed of this plan during our training sessions. Additionally, we conduct a monthly test to confirm that our emergency equipment is in good condition and working properly.

B. SOCIAL AND ECONOMIC

Our belief is to induce social and economic opportunities for all. Several aspects are considered as listed hereunder.

B.2 LOCAL EMPLOYMENT

We encourage internal promotions and have in place a continuous learning and development milestone during their journey with us.

B.3 FAIR TRADE

Our supplier's code of conduct governs our principles of purchasing. We constantly measure our supplier's code of ethics while doing business in terms of their social, economic, environment and legal compliance. We have put in place a supplier evaluation questionnaire whereby we ensure our suppliers are legally and sustainably fair.

B.4 SUPPORT LOCAL ENTREPRENEURS

We promote local businesses to support our local economy while nonetheless ensuring that our suppliers are eco-friendly. Also our aim is to now give priority to local entrepreneurs wherever possible. This initiative helps the local community in terms of employment and boosts our local economy.

We are currently in process of converting our Pink Pepper Corn restaurant into a fully locally sourced restaurant; that will use only local items.

B.5 RESPECT LOCAL POPULATION & B.6 EXPLOITATION

Our hotel has put in place a wide range of business practices and behavior in view of respecting and protecting our internal people. These policies are shared with the staff and the hotel ensures compliance with the same. Also as part of the Staff Induction, these policies are explained and shared to our staff.

B.7 EQUITABLE HIRING & B.8 EMPLOYEE PROTECTION

We participate in regular job fairs in different catchment areas. The aim is to be closer to the people market and give a fair chance for those who are interested; to be able the hotel sector. We work in alignment with the consolidated workers' rights act.

B.9 ACCESS TO BASIC SERVICES & B.10 LOCAL LIVELIHOODS

We are in compliance with the Environmental Act.

B.11 BRIBERY & CORRUPTION

We have established key principles and regulations against bribery and corruption. Mandatory training program is held to ensure that employees understand and abide by the anti-bribery and anti-corruption procedures. We also ensure that we work with companies and suppliers which respect and align with our principles.

C. CULTURAL HERITAGE

To protect our local cultural heritage and mitigate any impact, action plans are in place to encourage responsible behaviors among our clients.

C.1 CODE OF BEHAVIOR

Sands Suites Resort & Spa has established policies and guidelines regarding the protection of local cultures and historical sites. A Tourism Experiential Program is available at the Concierge desk and is proposed to our guests. The guests can also access the guide via their QR code.

C.2 HISTORICAL ARTIFACTS

We discourage any selling, trading or displaying of archaeological pieces and objects. As per the local Regulations, our guests can view the list of illegal products and artifacts at our Concierge desk.

C.3 PROTECTION OF SITES

Though there are not many protected sites within our region, we provide information to our guests on the protected sites in Mauritius in terms of the site's history, culture and natural environment

C.4 INCORPORATION OF CULTURE

We do not exploit the cultural intellectual property of the local communities.

D. ENVIRONMENTAL

We responsibly interact with the environment to avoid any depletion or degradation of natural resources and contribute towards a long-term environment quality.

D.1 CONSERVING RESOURCES

We rationally use and conserve our environmental resources for the benefit of our future generation.

D.1.1 PURCHASING POLICY

Our resort adopts a sustainable purchasing policy to demonstrate our commitment in reducing the environmental, social and economic impacts of our purchases. We favor eco – friendly and local suppliers as much as possible.

D.1.3 & D.1.4 ENERGY & WATER CONSUMPTION

One of our main sustainability objectives is the monitoring and reduction of energy and water consumption. Monthly records are monitored and audited to avoid any waste of energy and water. Normal bulbs have been replaced by Led lights. The hotel is planning to implement in the long term its own solar panel to produce its own electricity, while our Sewage Treatment Plant recycles used water for irrigation purposes.

D.1.5 FOOD & BEVERAGE

Being HACCP certified, regular training is provided to our Food & Beverage staff about the basic food hygiene and food allergens as well as ongoing monitoring of HACCP concepts. Our staff share the knowledge of the nutritive values of menus during service order.

D.2 REDUCING POLLUTION

D.2.1 GREEN GAS EMISSIONS

Behind the struggle to address global warming and climate change lies the increase in greenhouse gasses in our atmosphere. One of the key ways to reduce our property's carbon emissions include using a green energy supplier and focusing on local food and drink. Our suites are equipped with an automatic electrical power system. Once the room card is removed from the key port, lights, air condition and TV are automatically switched off. Also all suites terrace consist of an automatic AC controller, which switches off the AC when the terrace door is open.

D.2.2 WASTE MANAGEMENT PLAN

Cleanliness and Health & Safety are of paramount importance. Ongoing audits of our waste and recycling operation are conducted to identify areas for improvement, to assess space available for the introduction of waste and recycling equipment and to make cost-saving, environmentally sound recommendations.

D.2.2.1 PLAN & REDUCE

The hotel is working on an innovative, environmentally friendly and cost-efficient solution that would maximize recycling opportunities whilst minimizing waste to landfill. Our Purchasing team is looking for suppliers to assist us in better planning of our used resources. The initiatives are included in our departmental goals.

D.2.2.2 REUSE

Once a product exists, the sum of all the energy consumed to produce that item can be considered as "embodied energy." By choosing to reuse or recycle these items at the resort or as a donation, we opt for a zero- waste policy.

D.2.2.3 RECYCLE

Recycling programs have become a new phase in the hotel industry as an effort to curb waste. We are currently implementing a recycle strategy that will allow us to segregate items and materials that can be recycled. Our Purchasing team's mission is to look for the best recycle options in order to minimize and eliminate waste.

D.2.3 & D.2.5 REDUCING HARMFUL SUBSTANCES & OTHER POLLUTANTS

To reduce the amount of chemicals being used, a chemical dilution system has been put in place. Our personnel are also recommended to use non-toxic alternatives which are safer and as effective. Materials Safety Data Sheet (MSDS) of all products used are checked and monitored prior to the use. We purchase only eco label chemicals. Grass and plants are sown across the pathways and throughout the resort without the use of any chemical.

D.3 CONSERVING BIODIVERSITY, ECOSYSTEMS, AND LANDSCAPES

D.3.1 & D.3.2 WILDLIFE SPECIES & WILDLIFE IN CAPTIVITY

The hotel is against wildlife species held in captivity and ensures that no trade of wildlife is entertained as per the government regulations.

D.3.3 – LANDSCAPING

Sands Suites Resort & Spa works with a local pest control company to prevent the introduction and spread of any pest or exotic species. Our landscape project is outsourced and properly maintained by our gardeners while invasive alien species are instantly removed. We also have in place a restoration and rehabilitation programme whereby regular beach cleaning is conducted by our staff and beach restoration is conducted after any sand erosion.

D.3.4 BIODIVERSITY CONSERVATION

Our site does not host rehabilitation of any wildlife or protected areas. However, our guests and visitors are provided with information about the locally protected areas and are encouraged to visit them.

D.3.5 INTERACTIONS WITH WILDLIFE

Our business activities do not impact on any local or wildlife and we discourage the practice of artificial feeding.

ENVIRONMENTAL POLICY



In the past, the hospitality industry's activities such as energy and water usage, consumption of both disposable and long-lasting items, and the creation of both hazardous and solid waste have had a negative impact on the environment. To reduce this impact, hotel owners have now adopted a sustainable approach towards their operations and development

Sands is dedicated to nature, and we demonstrate this through our actions. We follow environmental regulations and are convinced that incorporating natural elements into our everyday operations and services can improve the overall guest experience.

Our belief is that by prioritizing the environment, we can revitalize depleted soil and decrease waste. We are committed to keeping our team members informed as our green initiatives are put into action, and we want the entire team to be involved in this project. By working together, we can have a greater impact on our planet.



Goals Implemented & Attained in Year 2023

- Create Guest awareness on green practices.
- Re-use food waste – Waste food are being donated for pork feeding.
- Photocopiers and Printers have been set to double sided, black ink and economy mode.
Hence, one can choose other options if he/she wants to.
- Turn off electronics, lighting, and A.C every evening.
- Zoned areas in period of low occupancy.
- Monthly Staff Welfare Calendar.
- Go digital – paperless check in and check out on Ipad.
- Corporate Social Responsibility - Partner with Local Village Council.
- Implement the HMS Guest Ecosystem where all the guest communications (emails, F&B receipts, bills) will be digital and centralized, thus no need to do any printing. All details will be directly logged on the guest profile.
- Use eco-friendly takes away in restaurants.
- Installation of shower heads in guestrooms and staff shower area.
- Purchase bulk organic soap and amenities instead of individual packages to reduce waste.
- Use of homemade jam in our Kitchen.
- Beach cleaning activities twice a year
- Replace plastic amenities as per Local regulations.

- **Composting:** Once decomposing of organic solid waste is done, the fertilizer will be used in our own garden.
- **Use of 0.5 litre bottle instead of Crystal 0.5 ltr bottle.**
- **Recycle stained tablecloths into napkins, chef's aprons and neckties.**
- **Departmental Training - 02 hours per staff per month.**
- **Use of post-consumer recycled content paper.**
- **Use bio-based cleaning products instead of chlorine and petrochemical-based cleaners.**
- **Up cycling of used slippers and Uniforms- Distribute to Caritas Foundation.**
- **Supply 100% organic cotton sheets, towels and mattresses.**
- **Grow our own organic spices.**
- **Go Clutter free - To market Events as Clutter free meetings place. This will reduce use of papers, stationeries, water bottles. Stationeries will be provided only upon request.**
- **Sustainable fair products in gift shop Locally made artisanal products.**
- **Use sustainable beach bag.**
- **Soap pedal single use in room.**
- **Regular hygiene and food allergens training are being carried out.**
- **Staff Hotel Induction.**
- **Organic toiletries and biodegradable or recyclable packaging.**
- **Use of Electric Hybrid Car for Directors**
- **Recycling Programs of used batteries at Scott Ltd**
- **Recycling Programs of used Empty Sunquick Bottles at Scott Ltd**
- **Recycling Empty Carton Boxes at WeCycle Ltd**
- **Recycle: Segregation waste volume/weight: Once segregation of Plastic, Cans, Paper and food is done, same will be picked up by local external suppliers for recycling process.**
- **Use of Led Lights at 100% - 99 % done already.**
- **Enlarge our plantation by planting Lemon Tree, Avocado Tree and more spices to be used in-house.**
- **Implement Pure Heart Energy Water & Drinks 100% Organic**
- **In our Resort we have also implement an internal policy to adopt Cats, Staff is eligible to choose their own cat and we provide hotel transport to deliver them safely at the staff residence.**

Goals Forecast for Year 2024

• Wooden Name Tag for Sands Employees 100%	July 2024
• Earth Day celebration with staff and guests 50%	August 2024
• New Green Space Garden to plant Endemic plant at Albion Wing 50%	September 2024
• Beach cleaning activities for staffs every two months 100%	September 2024
• New Garden for SPA Department to cultivate own infusion plants like citronella, Mint, Basilica, Aloe-Vera, Tulsi & Ginger 75%	October 2024
• Instant Online Survey Form sent to in-house guest so as to promote internal sales 75%	October 2024
• To include our Resort Guests in participating in the Beach Cleaning and Tamarin Walk 50%	October 2024
• Bulb / Glass Bottle for recycle at B.E.M Recycle Ltd 75%	November 2024
• To plant Mangroves to prevent erosion at Tamarin Walk 75%	November 2024
• Integrate guests in sustainability (e.g. contribution to UNICEF) 50%	November 2024
• Recycling of coffee capsules 50%	December 2024
• Digital Payslip for Employees 75%	December 2024
• Planting of Coral 100%	December 2024

Goals Forecast for Year 2025

• Reduce carbon based products with use of solar power	August 2025
• Kitchen Uniforms with their Names & Designation embroidered on the Uniform.	September 2025
• Implement a Disclaimer amounted Rs100/- on Guest Invoice so that we can use same for the SOS Children on clients approval	September 2025
• Bees Skeps to be implemented to harvest honey and beeswax to be used to offer a unique flavor to set us apart from the local competition by finding its way into the food & beverage department, spicing drinks and flavoring meals.	September 2025
• Vati Foundation.	October 2025
• To add solar panels.	November 2025
• Be Energy Star by introducing solar panels and Photovoltaic cells.	December 2025

This is to certify that

Sands Suites Resort & Spa

Mauritius

*has met the requirements
of the Green Globe Standard 1.7.*

Category - Hotel & Resort



Expiration Date: 02 November 2022

B. Pelayo
Birte Pelayo, CEO

AS01223H-2021
Certificate Number

Parveen Dulloo
Auditor

greenglobe.com

This is to certify that

Sands Suites Resort & Spa
Mauritius

*has met the requirements
of the Green Globe Standard 1.7.*

Category - Hotel & Resort



Expiration Date: 31 July 2024

B. Pelayo
Blite Pelayo, CEO

AS01223H-2023
Certificate Number

Nathaly Stanley
Auditor

greenglobe.com